

# DENISE CHAU

I am a UX Designer & Researcher  
looking to create sustainable,  
healthy, connected communities

## CONTACT

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## LANGUAGES



## TOOLS

Sketch  
Invision  
Axure  
Photoshop

## EXPERTISE

Usability Testing  
A/B Testing  
Contextual Inquiry  
Interviewing  
Surveying  
Responsive Design

## EDUCATION

University of California, San Diego  
September 2010 - June 2014  
B.S. Cognitive Science with an  
Emphasis in HCI

## WORK EXPERIENCE

### USER EXPERIENCE ARCHITECT at INNOVASYSTEMS INTERNATIONAL

August 2014 - November 2016

- Collaborated with various product and business stakeholders to create solutions that met complex business and user needs for Marine Corps aviation operations
- Created various deliverables to guide product discussions, such as workflow diagrams, wireframes, and prototypes
- Coded interactive, high fidelity prototypes with HTML, LESS/CSS, and JQuery to communicate implementation expectations to developers and for evaluation by means of usability studies
- Devised and conducted usability studies, A/B tests, tree tests, card sorts, and contextual inquiries with diverse groups of end users in aviation operations (e.g. pilots, schedule writers, maintenance, operation managers)
- Analyzed and reported on generative and evaluative research findings to internal stakeholders and proposed design solutions as needed
- Established and maintained a pattern library to promote usability by ensuring that collections of UI components followed consistent behavior models throughout our large application
- Constructed a style guide to keep UI component styles and branding assets consistent across the application and in any other project touch point
- Paired with Solutions Architect and Lead Developer regularly to align design with implementation plans and to mitigate technical constraints early on

### RESEARCH ASSISTANT at KUTAS COGNITIVE ELECTROPHYSIOLOGY LAB

January 2013 - June 2013, January 2014 - June 2014

- Created a UI to control stimulus presentation settings, facilitate data collection, manage subject records, and track experimental progress
- Conducted long-term, in-person research experiments with diverse participants
- Participated in all-hands experimental design critiques

## RELEVANT COURSEWORK

### PRACTICUM IN PROFESSIONAL WEB DESIGN

- Collaborated with business owners to design website for their local microbrewery

### COGNITIVE DESIGN STUDIO

- Collaborated with a group of students to develop a research and design project on interactive maps designed to support wayfinding around UCSD

### COGNITIVE ETHNOGRAPHY

- Observed, documented, and analyzed the cognitive significance behind everyday, real-world activities